

city college

brighton and hove

Founded over 100 years ago, City College Brighton and Hove has become an international centre of excellence. Every year over 12,000 full and part-time students as well as many International and European students choose City College as their education provider.

The College provides tailored training programmes to businesses and works with hundreds of local companies through employee sponsorships, apprenticeships and work placements.

Offering over 700 courses from basic level to pre-University level, City College is working with its partners to develop the workforce of the future.

This document has been developed to explain your rights and obligations, or what you can expect from us and what we expect from you as a customer and employer.



## Our Aims

To contribute to the development of successful business enterprise within the local and regional economy by:

- identifying and meeting the training needs of employers by undertaking free training needs analyses and making the best use of labour market information.
- designing and delivering bespoke, flexible training programmes to meet employers' needs.
- building mutually beneficial relationships with local employers across all industry sectors.
- accurately referring employers if we are unable to meet their requirements.

## What you can expect from us

### Before the start of the Course or Training Programme.

#### We will:

- provide clear information on our courses, training programmes and qualifications.
- acknowledge your enquiry within five working days.
- arrange for an FREE advisory interview or training needs analysis within two weeks of receipt of your enquiry, where one is requested.
- provide you with the opportunity to view the facilities and resources at the College.
- provide the opportunity for your employees to have an advisory interview with a member of college staff either on College premises or on your Company premises.

### At the start of the Course or Training Programme.

We will provide a comprehensive induction programme, during which essential information will be given and explained to you.

### During the Course or Training Programme.

We aim to provide to your employees high quality teaching and training which takes into account individual needs and abilities, and which develops learner attentiveness and concentration, their ability to work unsupervised, specific job skills and occupational competences.

#### We will provide:

- a welcoming learning environment in which individuals are respected, irrespective of age, race, disability, gender, sexual orientation, marital status, nationality or religion.
- timely feedback on employee attendance and progress.
- a well managed and co-ordinated course that meets the expected outcomes.
- the opportunity for your employees to feed back what they like and dislike about the course and provide a variety of ways in which to raise issues.

## Health and Safety

### We will provide:

- a safe and healthy learning environment for your employees.
- a risk assessment and information on any risk associated with the learning programme for you and your employees.
- advice on, and appropriate access to, suitable personal protective equipment or facilities, where relevant to the course, for your employees.
- information on any restrictions which apply.

## What we expect from your employees

### Learner's Responsibility

- A positive commitment to the College course and their individual learning goals as identified in the Learner Charter.

Please ensure you and your employees have read this

## What we expect from you, the employer

### We expect you to:

- tell us your current address, telephone number, email address and main contact person so we can communicate with you.
- where appropriate, release the employee from work commitments to allow attendance at College.
- let us know if for any reason this cannot happen.
- let us know if an employee resigns or moves on from their original job if that impacts on course attendance.
- let us have regular feedback.
- let us know immediately if you have any questions, concerns or complaints.
- pay all course fees promptly to the terms agreed.
- sign and date a formal document which sets out who is responsible for payment - this is particularly important if you expect the employee to fund part of the fees him/ herself, or if you have more than one learner placed with us.

## Pricing

- Where an employer funds a learner to undertake a standard course included in our main programme. This is known as Sponsorship.
- Tuition fees are calculated based on the full cost of a course, less any funding receivable from the Learning and Skills Council (LSC). Typically, they represent around 35% of the total tuition costs, plus the total cost of any additional resources and assessment. Where a learner has been sponsored, and their employer takes responsibility for payment, a discount of 10% on tuition fees is offered to employers.

### Customised Courses

- In addition to the offer set out in our main programme, we offer customised courses, including delivery at your premises, and a free training needs analysis.
- The prices for customised courses will follow an established internal pricing model. Typically, prices will seek to recover the total cost of the course, although we are able to offer many courses at direct costs plus 50%.

## Invoicing

- Our standard payment terms are 30 days. However, we realise that there are situations where an employer may seek different terms, especially where we provide a customised course.
- We can offer negotiable payment terms via our Finance office [finance@ccb.ac.uk](mailto:finance@ccb.ac.uk)



## Visiting Our Offices

Our core business hours are 8.30am - 5.00pm Monday to Friday. However our facilities are available outside these hours for training courses and for hire to outside groups. Training courses may also be conducted on the customer's premises at their convenience.